



JOB TITLE: Dispenser
REPORTS TO: Dispensary Team Lead
HOURS: As per contract plus cover for holiday & sickness as required

MAIN PURPOSES

Job Summary:

- To process all relevant prescriptions as authorised by GPs, prescribing nurses and external prescribers where appropriate, in accordance with the principles of good practice and following Practice Policies/Standard Operating Procedures (SOPs)
- To support the development of the Practice within dispensary, to the clinical team.
- To deliver a consistently high standard of professional customer service to all patients both in person and over the phone.
- Complete all tasks assigned with a high level of accuracy
- Work in accordance with strict guidelines for Information Governance and maintain strict Patient Confidentiality at all times

PRINCIPAL DUTIES AND RESPONSIBILITIES TO INCLUDE:

Dispensing:

- Achieving an acceptable level of dispensing knowledge, through undertaking NVQ (minimum level 2).
- Ensuring that Drug Tariff knowledge is up-to-date by reading monthly amendments
- Ensuring that prescriptions are correctly issued, signed by the doctor and signed by the patient, in line with Practice Policy and SOPs
- Dispensing drugs in accordance with Practice Policy and SOPs.
- Dispensing drugs to a high level of accuracy
- Processing repeat prescriptions, in accordance with Practice Policy and SOPs.

Dispensary Stock:

- Receiving, processing and ordering stock in accordance with Practice Policies and SOPs
- Maintaining adequate stocks of drugs/pharmaceuticals (based on stock control levels)
- Storing stock in accordance with Practice Policies and SOPs, completing the Fridge and Room Temperature logs as necessary
- Keeping the dispensary shelves and workstations clean and tidy, and contributing to stock checks and housekeeping, according to Practice Policies and SOPs.



- Dealing with Controlled Drugs ordering, stock control, storage and destruction, in line with Practice Policies and SOPs

Communication:

- Handling telephone and general enquiries, referring urgent calls to appropriate Lead.
- Liaising with multi-disciplinary team members where necessary
- Dealing with all patient communication in a professional and polite manner
- Being aware of the reasons for dispensers explaining to patients, in addition to appropriate labelling, how to use or take their drugs.
- Attending Dispensary Team meetings.

Administration:

- Having a thorough knowledge of, and assisting with the maintenance of Practice Protocols/SOPs for Dispensary staff duties
- Being responsible for security, including the opening and closing of dispensary and secure storage of items such as money received and prescriptions
- Endorsing prescriptions at time of dispensing.
- Recording constructive comments and complaints in accordance with Practice Policy.
- Recording and reporting any Incident/Accidents/Near Misses in accordance with Practice Policy (ensuring that all Drug related incidents are recorded on Team Net in the appropriate section).

PERSONAL RESPONSIBILITIES

Personal/Professional development:

- Participating in an annual individual performance review and taking responsibility for maintaining a record of own personal and/or professional development.
- Taking responsibility for own development, learning, and performance and demonstrating skills and activities to others.
- Ensuring that all mandatory training is completed and up to date

***NOTES**

This is not intended to be an exhaustive list of responsibilities, and it is expected that you will participate in a wide range of activities as and when required by the Practice Manager & Partners.

**Health & Safety:**

The post-holder will assist in promoting and maintaining their own and others' health, safety and security as defined in the practice Health & Safety Policy, the practice Health & Safety Manual, and the practice Infection Control policy and published procedures. This will include:

- Using personal security systems within the workplace according to practice guidelines.
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks.
- Making effective use of training to update knowledge and skills.
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards.
- Actively reporting of health and safety hazards and infection hazards immediately when recognised.
- Keeping own work areas and general / patient areas generally clean, assisting in the maintenance of general standards of cleanliness consistent with the scope of the job holder's role.
- Undertaking periodic infection control training.
- Reporting potential risks identified.

Equality and diversity:

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

- Acting in a way that recognises the importance of people's rights, interpreting them in a way that is consistent with practice procedures and policies, and current legislation.
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues.
- Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights

Confidentiality:

In the course of seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately.

In the performance of the duties outlined in this job description, the post-holder may have access to confidential information relating to patients and their carers, practice staff and other healthcare workers. They may also have access to information relating to the practice as a business organisation. All such information from any source is to be regarded as strictly confidential.



Information relating to patients, carers, colleagues, other healthcare workers or the business of the practice may only be divulged to authorised persons in accordance with the practice policies and procedures relating to confidentiality and the protection of personal and sensitive data.

Safeguarding

- North Curry Health Centre is committed to safeguarding and promoting the welfare of children, young people and adults at risk, and expects all staff and volunteers to share this commitment. We believe that all individuals, regardless of age, disability, gender, race, religion, or sexual orientation, have an equal right to be protected from all types of harm, abuse, neglect, and exploitation.
- As an employer, we have a statutory duty to ensure all service users are protected and that appropriate action is taken in response to any allegation or disclosure of abuse in accordance with the law and local multi-agency safeguarding policies.
- This post is subject to a robust safer recruitment process, including satisfactory references, a full employment history with a satisfactory explanation for any employment gaps, and an appropriate **Disclosure and Barring Service (DBS) check** (either Standard or Enhanced, with Barred List check as appropriate to the role) if applicable, following completion of North Curry Health Centre's DBS risk assessment.
- All new employees will receive induction training which includes safeguarding and will be expected to participate in ongoing training appropriate to their role and responsibilities, in line with NHS England guidance.
- By applying for this post, you are confirming your commitment to the above principles and your understanding of your responsibilities to ensure the safety and welfare of all individuals you may come into contact with during your employment.